

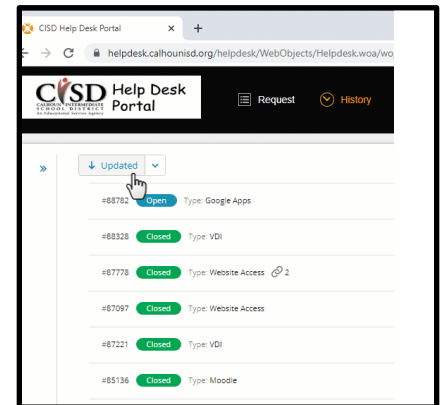
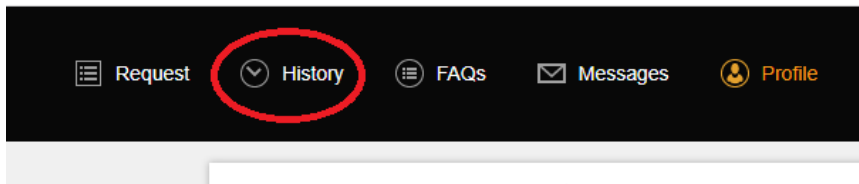


TECHNOLOGY HELP DESK QUICK GUIDE

Update your Help Desk Ticket with a NOTE:

**** Please do not email the technician directly OR reply to the Help Desk email. ****

1. Login, then Click **History** to display your Help Desk tickets.



****PRO TIP****

Expand your filters to see only Open tickets

2. **Click on the ticket** you need to add information and/or reply to a technician.

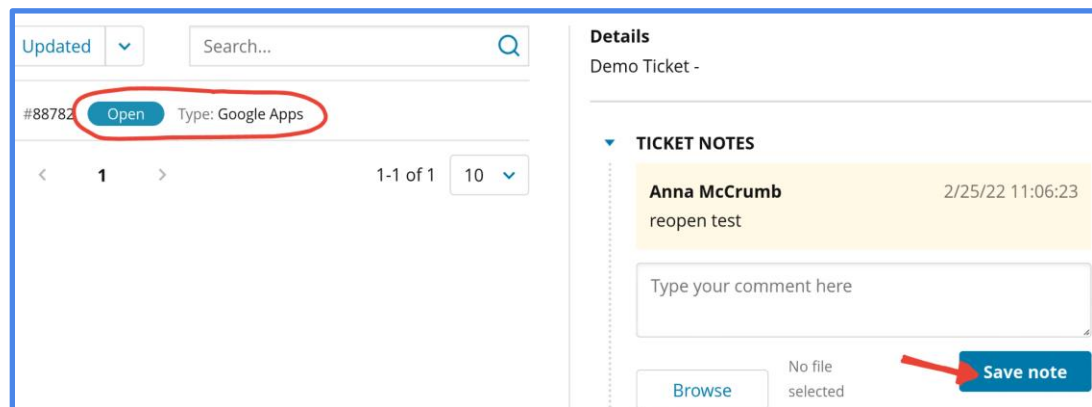
Adding this note on a closed ticket will Re-Open it!

OPTION 1: Click on the Ticket Type or Number to Open a sidebar. Add comments

and select the

SAVE NOTE

button.





TECHNOLOGY HELP DESK QUICK GUIDE

OPTION 2: Click on the “Open” icon to open your ticket in a new tab. Add your comments and select the **SAVE NOTE** button.



Click the Logout button to exit the system.



To Change your Zoom sizing and improve image quality:

1. Click view
2. Click the arrow next to zoom
3. Click on “Fit”